



WISCONSIN

**DEPARTMENT OF WORKFORCE DEVELOPMENT**

Division of Economic Support  
Bureau of Welfare Initiatives

**TO: Economic Support Supervisors  
Economic Support Lead Workers  
Training Staff  
FSET Administrative and Provider Agencies  
Child Care Coordinators  
W-2 Agencies**

**FROM: Stephen M. Dow  
Program Implementation Team  
Policy Analysis and Program Implementation Section**

**BWI OPERATIONS MEMO**

**No.: 99-29**

**File: 2710  
4000**

**Date: 03/30/99**

**Non W-2 [X] W-2 [ ] CC [ ]**

**PRIORITY: Medium**

**SUBJECT: CARETAKER SUPPLEMENT PAYMENT PROBLEMS**

Beginning February, 1999, the State SSI Program Unit at EDS began working directly with county agencies to:

1. Clarify Caretaker Supplement policy.
2. Eliminate Caretaker Supplement payment errors.
3. Provide technical assistance regarding coding of Caretaker Supplement cases in CARES.
4. Gather documentation to justify manual payment of Caretaker Supplement benefits.

Before then, you may have been contacted by the State SSI Coordinator from the Department of Health and Family Services regarding specific case problems related to Caretaker Supplement payments.

The role of the State SSI Unit staff person at EDS who contacts you about Caretaker Supplement payment discrepancies is to assist you in identifying and eliminating problems that cause payment errors in specific cases. After discrepancies are resolved, State SSI Unit staff will have the documentation needed to make manual payment of Caretaker Supplements and/or the case will be correctly coded and system-generated payments will resume.

Staff within the State SSI Program Unit at EDS will perform the following activities:

1. Field calls from parents and Economic Support and W-2 agency staff regarding Caretaker Supplement payment discrepancies
2. Determine reason(s) for non-payment, utilizing CARES and SSI case information.
3. Contact assigned county worker or supervisor identified on CARES screen SMUM to resolve CARES coding or system problems which caused payment errors.
4. Obtain documentation of eligibility of children for Caretaker Supplement payments (CARES screen prints, copies of manual Medical Assistance (MA, Medicaid) certification forms, etc.).

5. Process manual payment of Caretaker Supplement for month(s) where payment discrepancy occurred, if needed.
6. Inform parent or payee of case resolution.

Eligibility for Caretaker Supplement is based on case-specific data in CARES. The majority of Caretaker Supplement eligible children (approximately 10,000) are considered to have “grandfathered status”. This means that a SSI recipient parent was receiving AFDC for the child in November or December, 1997. A smaller number of children of SSI recipients (approximately 2,000) are eligible for the Caretaker Supplement because the child is currently receiving MA Regular. As long as “grandfathered” children continue to meet all Caretaker Supplement eligibility requirements their parent(s) will receive the benefit, regardless of whether the child has MA Regular eligibility. However, children who are not “grandfathered” must be confirmed for MA Regular (MA-R or MA-U) in CARES for each month the benefit is paid to the parent for that child.

Common situations which result in erroneous non-payment of Caretaker Supplement are:

1. SSI Eligibility Not Coded on ANBR: Parent(s) not coded as receiving SSI on Screen ANBR, or not coded as such for the first eligible month for which retroactive benefits were awarded.
2. Absent Parent Remains in Case: Absent parent coded as “15-out of home” on Screen ANLA, but remains in case.
3. 18 Year-Old Child Continues to be Dependent: 18-year-old dependent remains in school, but has no graduation date coded on Screen ANSE.
4. Newborn Not Tested for MA Regular: A newborn child is not tested for MA Regular for the earliest possible month. Any children born after December 1997 must be MA Regular recipient in order to qualify for Caretaker Supplement.
5. MA Regular Eligibility was Manually Certified: A child’s MA Regular eligibility is manually certified by county for a given month. Since the CARES system recognizes only MA confirmations in CARES, information to pay Caretaker Supplement for this child is not generated by CARES.
6. Late Review: Most erroneous non-payment of Caretaker Supplement occurs when the child(ren) in a Caretaker Supplement household are not eligible for MA Regular on the adverse action date for Caretaker Supplement, approximately the 10<sup>th</sup> of every month. Caretaker Supplement will not be systematically paid when this occurs, even if the child(ren) is confirmed for MA-Regular eligibility on a later date within the same month. In these instances, State SSI Unit staff are usually able to obtain the CARES case documentation needed to produce a manual Caretaker Supplement payment without contacting the county worker.

## **CONTACTS**

### ***SSI Program Unit***

SSI Program Unit staff will contact you by phone about specific Caretaker Supplement cases. The staff person who contacts you will provide his/her name, phone number, the client name and CARES case number and a brief description of the situation that caused a payment discrepancy. Please respond to calls within 3 business days.

Phone: 608-221-4746, Ext. 3248 (between 9 a.m. and 3:30 p.m.)

You may also contact the State SSI Program Unit with case specific Caretaker Supplement issues.

*Caretaker Coordinator*

Information about the policy described in this operations memo may be obtained by contacting Kathleen Luedtke, State SSI Coordinator, Department of Health and Family Services.

Phone: 608-266-6890.

*CARES/Policy Call Center*

Contact the Call Center if your query is about the Medical Assistance coverage of a Caretaker Supplement recipient.

Phone: 608-261-6317

Fax: 608-261-6968